

- forces costs upon new entrants because new entrants will be required to view the CSR which is priced on a per query basis. Further, new entrants will incur significant internal personnel costs for this unnecessary function.
- forces new entrants to mimic NYNEX's product. Even if a new entrant does not offer certain NYNEX services, the new entrant will be required to load that NYNEX service (or USOC) in the new entrant service order system to enable the deletion of that service (or USOC) from the NYNEX account.
- requires the new entrant to methodically delete each USOC individually. Such processes are very time consuming, costly, and inaccurate.
- increases new entrant error rates because new entrants will be required to identify individual USOCs to be deleted rather than the systematic deletion of the end-user's USOCs. New entrants will be required to reverify the end-user's CSR at an additional cost to ensure all unnecessary USOCs have been properly deleted.
- Other LECs allow for the systematic deletion of end-user USOC information on migrated accounts. Therefore, NYNEX's claims of this process being impossible and prone to error is unwarranted.

BTN Identification Capability is Not Available

11. NYNEX has the ability to identify a customer's billing telephone number (BTN) from the customer's working telephone number (WTN). Sprint has requested the same ability, however, NYNEX has not committed to provide this service. Therefore, Sprint is not a parity with NYNEX in the provision of services to customers.

C. POLES, CONDUITS AND PATHWAYS

12. Sprint is not using or leasing NYNEX's poles, ducts, conduits and rights-of-way for the provision of local exchange service to business or residence customers.

D. NUMBERS, DIALING AND LISTINGS

Ability to View Complex Directory Listings

13. NYNEX has the ability to view camera ready versions of complex directory listings prior to directory publishing. Sprint needs this same capability to provide parity service. NYNEX has acknowledged the need to view complex directory listings, however, NYNEX has not committed to the process to delivery this parity service.

Reporting of Inside Wire Time & Material

14. NYNEX provides delayed reporting of inside wire time and material. NYNEX has committed to provide time & material paperwork about 14 days after the completion of work. Such delays are not acceptable especially when NYNEX's employees have this information immediately after completing the work for themselves.

Reporting of Disconnects

15. NYNEX does not provide notification that a Sprint customer has moved to another carrier. However, NYNEX has immediate notice that a customer has left NYNEX service for another carrier. This is a critical issue in terms of parity and in terms of customer management. Without disconnect notification, competitive carriers will incorrectly continue to invoice consumers providing consumer confusion and dissatisfaction.

NYNEX has Refused to Provide Operator Rate Quotes

16. The Commission has correctly recognized the need for operator rate quote capability to provide Sprint as a competitive carrier with rate quote parity. Further, Federal Laws like the Federal Telephone Operator Consumer Services Improvement Act (TOCSIA) of 1990 that became effective on January 15, 1991 requires that rate quotes be made available to consumers.

17. NYNEX's inability to quickly provide automated rate quote capability is understood by Sprint. However, the lack of automation should not prevent NYNEX from establishing some form of rate quote capability for Sprint. Manual processes are effective in two ways. First, manual rate quotes provide a quick method for implementing rate quotes that can be accomplished without the need for changing out existing operator services equipment. Second, it is the best method for attempting to provide good-faith near-term near-parity rate quote capability.

18. NYNEX has argued that its inability to identify Sprint customers should absolve it from providing rate quotes and are without merit. Taking this argument further would indicate that NYNEX is satisfied to provide Sprint customers with incorrect rate quotes based upon NYNEX's rates. Sprint believes a simple question such as "Who is your local carrier?" would be sufficient for NYNEX to identify the proper rates to quote.

19. Lastly, Sprint has offered to work with NYNEX to develop simple instructions for providing rate quotes to Sprint customers. NYNEX's elaboration of the complexities of providing rate quotes greatly complicates a process that can be very simple.

Installation, Repair and Inside Wire Issues

20. As stated earlier, Sprint is in the very early stages of testing with NYNEX. Sprint has experienced numerous problems testing resold local service in New York such as NYNEX missing installations appointments, NYNEX missing repair appointments, failure to notify Sprint of missed appointments, improper "no access" door-knockers, failure to provide identification upon request, and performance of unauthorized work. However, to reemphasize, Sprint is in the very early stages of testing and has therefore not fully evaluated nor communicated these recent testing problems.

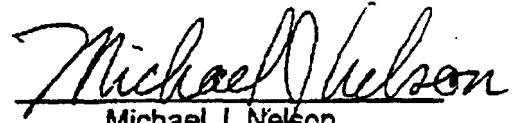
E. RATES

21. Sprint has not purchased NYNEX's unbundled elements or resold local exchange services at the relatively high rates recently set by the Commission. Sprint is reevaluating its plans to provide local service in New York State in light of the high costs of providing local service in New York State as compared to NYNEX's relatively low retail local exchange rates for end users.

CONCLUSION

This concludes my Affidavit.

I hereby swear, under penalty of perjury, that the foregoing is true and correct, to the best of my knowledge and belief.


Michael J. Nelson

Sworn to and subscribed
before me this _____ day of March, 1997

Kathryn J. Arnold, Notary Public-State of Kansas

My commission expires: _____



Michael J. Nelson
Director

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7301 College Boulevard
Overland Park, KS 66210
Mailstop KSOPK0205
Telephone (913) 534-6107
Fax (913) 534-6304

Delivered via Facsimile 617-743-2529

January 3, 1997

Mary McNabb
Account Manager Resale Service
NYNEX
125 High Street, Room 658
Boston, MA 02110

COPY

Dear Mary:

Per our conversations concerning end-users migrated as specified, you had asked for a more formal request.

Sprint requests that NYNEX offer a service order option that allows migrated end-user accounts to be automatically stripped of NYNEX service information and repopulated with the NYNEX USOC service information desired by Sprint. Essentially, at migration, the migrated as specified account would retain only specific generic information such as telephone number, Service Address, 911 information, PRP information, and other specific information. This capability should be made available in all available interfaces. Final determination of the specific generic information should be determined in a collaborative effort with industry.

Please respond with your plans and timelines for the development and implementation of a migrate as specified service order option by January 10, 1997.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mike Nelson", with a small "MJ" monogram below it.

Michael J. Nelson

pc: George Head
Paul Reed
Fred Walker

\mcn-ltr.doc

NYNEX
125 High Street, Room 656, Boston, MA 02110
Tel 617 743 5995
Fax 617 743 2829

Sean J. Sullivan
Director

ATTACHMENT 1B

NYNEX

January 10, 1997

JAN 21 1997

Mr. Michael J. Nelson
Sprint
7301 College Blvd.
Overland Park, KS 66210

Michael:

Thank you for your recent change control request concerning Migrate As Specified.

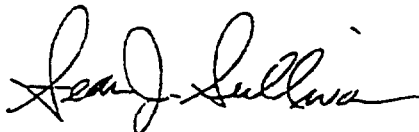
Your request asked NYNEX to consider implementing a process whereby Sprint would submit to NYNEX a request that details the desired end state of the end user's account. NYNEX, in turn, would be responsible for reviewing all products and services (including those sold by third parties) on an end user's account, reviewing the Migrate As Specified request, then performing an analysis to independently determine which products and/or services are to be added, changed or removed from the end user's account. Currently, these negotiation and assurance activities are performed by the NYNEX Retail Service Representatives when they interact with their end user customers.

Upon careful review and analysis, NYNEX has determined that the change control request is not viable for the following reasons:

1. The Migrate As Specified request requires NYNEX to perform negotiation and assurance functions in the NYNEX Wholesale Markets Center. These end user related functions are to be performed by the Local Service Provider and not NYNEX.
2. As NYNEX indicated in its Show Cause Response filed earlier this year, it is imperative that automation be utilized so that Resale can take place in an orderly fashion and result in avoided cost. Automation to support Migrate As Specified transactions does not exist anywhere in NYNEX.

3. Migrate As Specified requests are prone to result in negative end user customer impact. Conversion orders NYNEX currently supports (as agreed to at the Collaborative Sessions held throughout 1996) convert end user customers from NYNEX Retail to a Reseller without service interruption, while Migrate As Specified requests can result in service conflicts and interruption by disconnecting and reconnecting products and services.
4. Migrate As Specified requests involving partial acquisitions (e.g., a 5 line business customer that has 3 lines being moved to Sprint and 2 lines remaining with NYNEX) will require NYNEX to contact the end user customer to negotiate the NYNEX portion of the account. This would certainly cause confusion to the end user customer and add further complexity to the process. In addition, Information Service Providers may also be involved if they currently have products and services with the end user customer.

As you know, the process we jointly worked on throughout the Collaborative sessions is successfully working now. Please feel free to contact Mary McNabb with any questions or concerns.



Sean J. Sullivan
Director - NYNEX Resale Services

cc: P. Karoczka
G. Horton

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P.02/02

From: Dept. of Public Service To: SCOTT MCMAHON

Date: 5/13/97 Time: 08:57:58

PAGE 2 OF 2

→ Rocky, Daisy
Pat, Jonel

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MAUREEN O. HELMER

General Counsel

JOHN C. CRARY

Secretary

May 13, 1997

BY TELEFAX

To All Active Parties

RE: CASE 97-C-0271 - Petition of New York Telephone Company for Approval of its Statement of Generally Available Terms and Conditions (\$252) and Draft Filing of Petition for InterLATA Entry (\$271).

The purpose of this letter is to inform parties of the process adopted in this case in light of the May 1, 1997 meeting of advisory staff and New York Telephone Company (New York Telephone), and the New York Telephone letter of May 9, 1997.

Following consideration of the record of the Technical Conference, the parties' briefs and reply briefs, and the informal discussions between parties and advisory staff, I plan soon to issue preliminary conclusions as to the completeness of the record concerning New York Telephone's petition for approval of its Statement of Generally Available Terms (Statement) and compliance with the checklist.

Because of shortcomings in this record, a recommendation to the Commission to approve the Statement is not feasible. Rather than report to the Commission at this time, I will be informing the parties of the status of the record and affording them a limited opportunity to augment it as to specific issues. Parties will be asked to review and comment on any supplements to the record. In my view, this procedure is the most consonant with the Telecommunications Act of 1996 (the Act) and will best facilitate the identification and rectification of any failures to provision commercially reasonable interconnection and access to competitive local exchange carriers, in particular as there is no barrier in the Act to an incumbent local exchange carrier resubmitting a \$252 petition or a \$271 application following a decision adverse to it in whole or in part.

Eleanor Stein
Administrative Law Judge

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OAH

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** TOTAL PAGE.02 **